North Carolina

Provider POS User Manual

NORTH CAROLINA SEEK Subsidized Early Education for Kids

ACS

A xerox Company

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I. General Information

The North Carolina Department of Health and Human Services and ACS State and Local Solutions will make available the equipment you will be using for the Subsidized Early Education for Kids (SEEK) system. This is the system the Division of Child Development (DCD) is using to record the time and attendance of children in child care facilities. Throughout this manual, the equipment is referred to as a Point-of-Service machine or by the abbreviation POS. However, you may also hear it referred to as a 'terminal'.

Your parents and/or responsible adults must use this machine to enter time and attendance information for children receiving subsidized child care services.

It is very important the parent or alternate cardholder check their child(ren) in and out of your facility every day. For policies regarding SEEK Child Care, please refer to your local Department of Social Services or other purchasing agency.

The POS machine will provide you with a daily receipt showing the times children have checked in or out of your facility. This information is available through a Provider Web Portal link on the website www.ncseek.nc.gov. You can void an incorrect transaction, which then allows the parent or alternate cardholder to re-enter the transaction with the correct information.

This machine and standard 6 ft cords, cables, and splitters are made available to you at no cost. Additional customization, such as longer cords or installing telephone jacks, is the center's responsibility. Replacement and repair of the POS is the responsibility of ACS or its agents unless the need for replacement or repair is due to theft, destruction of the machine or negligent handling. In these instances, you are financially responsible for the cost of the repair or replacement of the equipment. You are provided with two rolls of heat sensitive paper for the machine when it is installed. After that time, you are responsible for purchasing replacement paper.

II. Glossary

The following is a list of terms and abbreviations used in this manual.

ACS State and Local Solutions – ACS is the company under contract to the North Carolina Department of Health and Human Services (DHHS) to install and maintain the Subsidized Early Education for Kids (SEEK) system.

North Carolina Department of Human Services (DHHS) – The parent agency of the Division of Child Development.

The Division of Child Development (DCD) – The state agency that supervises the Subsidized Child Care Program which is administered by the counties.

Subsidized Early Education for Kids (SEEK) – The name of the system used to record child care time and attendance and deliver payment.

Point-of-Service (POS) – The equipment used at your center to check children in and out of care.

Daily Receipt – The receipt that is printed each time a check in, check out, previous check in or previous check out occurs.

Exceptions Report – A report showing unmatched transactions. I.e. Where there is a check in, without a check out, or vice versa.

III. Call Centers

Provider Help Line

Providers can call 1-877-606-2776 for help with:

- Questions about the operation of the POS device
- Technical difficulties with the POS device

Cardholder Call Center (for parents and other authorized cardholders)

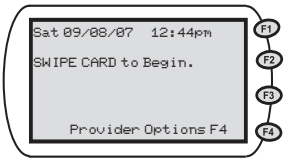
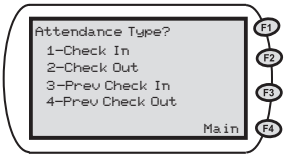
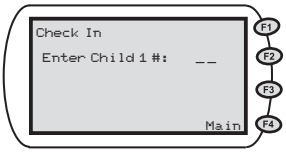
Cardholder customer services are available through the Cardholder Call Center at 1-877-766-2322. Parents and alternate cardholders having trouble with their swipe card or trouble determining who the approved provider is for their child(ren), should contact this number. Parents who have questions regarding their eligibility will be referred back to their local Department of Social Services or local purchasing agency.

Provider Help – Authorizations and Payments

If you have a question about the status of authorizations, payments or program policy questions, you will need to contact your local Department of Social Services or other purchasing agency. The contact information can be found on the NC Division's website at www.ncdhhs.gov/dss/local/ or your local telephone directory.

IV. Daily Check In

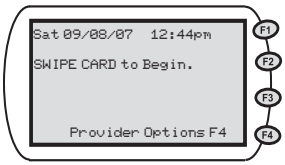
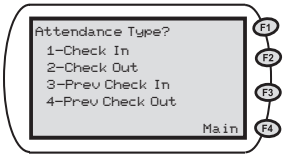
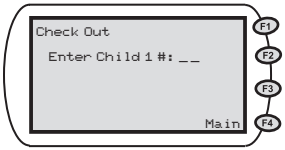
To record a child's time and attendance, the parent's or alternate cardholder's assigned card must be swiped through the POS machine by that parent or alternate cardholder. The following are the procedures for this process:

TERMINAL SCREEN	ACTION
	Parent swipes their card.
	Parent enters **4-digit PIN** and presses the **green enter key.**
	Parent presses **1** on the key pad to select **Check In.**
	Parent keys in child number and presses the **green enter key.** Note: If entering more than one child, enter the next child number and press the **green enter key.** When finished press **enter** again. Child numbers are printed on the card mailer that was sent to the parent.
	Wait for authorization. The system displays "CONNECTING" then "PROCESSING", followed by an approved or denied message.

When a response is received, the POS machine prints a receipt. The receipt shows the status of approved or denied.

V. Daily Check Out

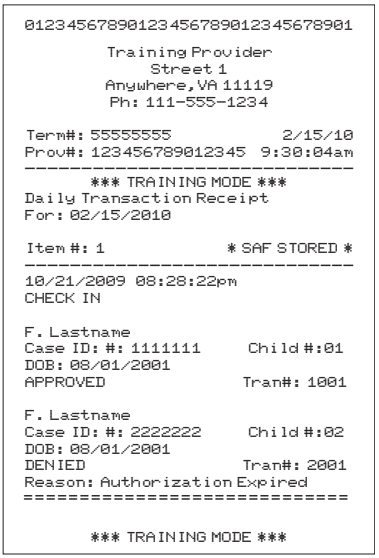
When a child leaves the facility for the day, the parent's or alternate cardholder's assigned card must be swiped through the POS machine. The following are the procedures for this process:

TERMINAL SCREEN	ACTION
	Parent swipes their card.
	Parent enters **4-digit PIN** and presses the **green enter key.**
	Parent presses **2** on the keypad for **Check Out.**
	Parent keys in child number and presses the **green enter key.** Note: If entering more than one child, enter the next child number and press the **green enter key.** When finished press **enter** again.
	Wait for authorization. The system displays "CONNECTING" then "PROCESSING", followed by an approved or denied message.

A receipt will also print when a Check out occurs.

VI. Daily Receipt

Each time a daily Check In or Check Out is completed, the information will be printed on the Daily Receipt Report. An example of this report is shown below:



```
01234567890123456789012345678901

         Training Provider
             Street 1
          Anywhere,VA 11119
           Ph: 111-555-1234

Term#: 55555555            2/15/10
Prov#: 123456789012345  9:30:04am
--------------------------------
       *** TRAINING MODE ***
Daily Transaction Receipt
For: 02/15/2010

Item #: 1              * SAF STORED *
--------------------------------
10/21/2009 08:28:22pm
CHECK IN

F. Lastname
Case ID: #: 1111111     Child #:01
DOB: 08/01/2001
APPROVED                Tran#: 1001

F. Lastname
Case ID: #: 2222222     Child #:02
DOB: 08/01/2001
DENIED                  Tran#: 2001
Reason: Authorization Expired
================================

       *** TRAINING MODE ***
```

VII. Previous Check In and Previous Check Out

If a child's time and attendance did not get reported for some reason, it may be entered up to 7 calendar days (the current day and the previous 6 days) after the date and time of the missing attendance. The Previous Check In and Previous Check Out transaction is used in situations where the parent or alternate cardholder is not available to swipe their card at the time the child arrives or leaves the child care facility. Examples of when this transaction must be used are:

- The parent or alternate cardholder has forgotten to bring their card on a day the child was in care.

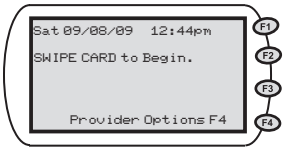
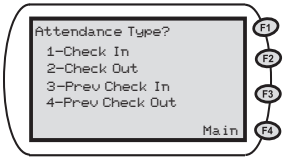
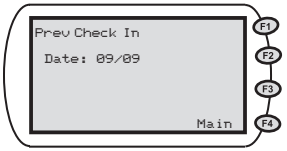
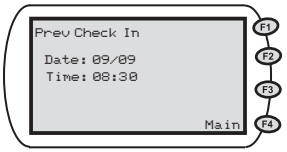
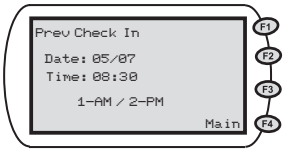
- The child is picked up by a bus and transported to the child care facility and a parent or alternate cardholder is not available to swipe the card through the machine.

- The child comes to the child care facility after school and a parent or alternate cardholder is not available to swipe the card through the machine.

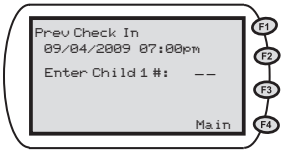
In each of the above examples, the parent or alternate cardholder must use the Previous Check In or Previous Check Out transaction the next time they are at the facility. Previous Check Ins and Check Outs must be completed by the current day PLUS the previous 6 calendar days of the missed swipes. The 7 day allowance is the current day plus the previous 6 calendar days, including weekends and holidays.

The steps for the Previous Check In and Previous Check Out transactions are on the next two pages.

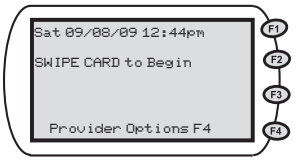
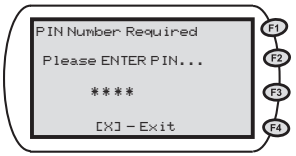
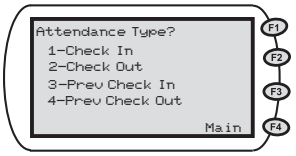
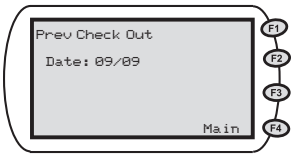
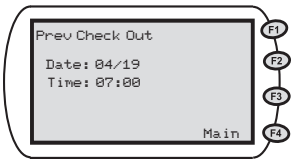
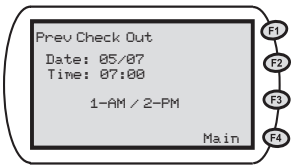
Previous Check In

TERMINAL SCREEN	ACTION
	Parent swipes their card.
	Parent enters **4-digit PIN** and presses the **green enter key.**
	Parent presses **3** on the keypad for Previous Check In.
	Parent keys in the date of the Previous Check In using MM/DD format (Example, 09/09) and presses the **green enter key**.
	Parent keys in the time the child arrived using HH:MM format (Example, 08:30) and presses the **green enter key.**
	Parent selects **1** for **AM** or **2** for **PM.**

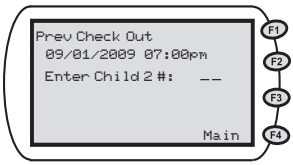
Previous Check In (cont'd)

TERMINAL SCREEN	ACTION
	Parent keys in child number and the presses the **green enter key.** Note: If entering more than one child, enter the next child number and press the **green enter key.** When finished press **enter** again.
	Wait for authorization. The system displays "CONNECTING" then "PROCESSING" followed by an approved or denied message.

Previous Check Out

TERMINAL SCREEN	ACTION
	Parent swipes their card.
	Parent enters **4-digit PIN** and presses the **green enter key.**
	Parent presses **4** on the keypad for **Previous Check Out.**
	Parent keys in the date of the Previous Check Out using MM/DD format (Example, 09/09) and presses the **green enter key.**
	Parent keys in the time the child departed using HH:MM format (Example, 05:30) and presses the **green enter key.**
	Parent selects **1** for **AM** or **2** for **PM.**

Previous Check Out (cont'd)

TERMINAL SCREEN	ACTION
	Parent keys in child number and presses the **green enter key.** Note: If entering more than one child, enter the next child number and press the **green enter key.** When finished press **enter** again.
	Wait for authorization. The system displays "CONNECTING" then "PROCESSING" followed by an approved or denied message.

VIII. Store and Forward

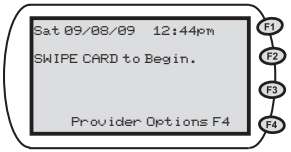
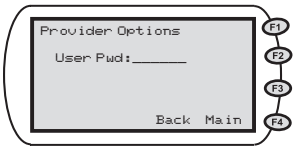
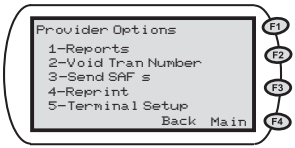
There may be times when your electricity is on but your telephone or internet service is unavailable. When this happens, the parent and/or alternate cardholder can still use the POS to check children in or out. The machine stores the information using a feature called "Store and Forward" or SAF."When telephone or internet service is restored, the terminal sends the stored information as soon as a dial tone or internet connection is detected.

If your electrical service is out, it is suggested that you keep a log of the day and time children attended your facility to assist parents in entering the correct information when your service is restored.

When information has been stored in the device in Store and Forward mode, your Daily Receipt report will show "SAF STORED". The POS automatically attempts to send the SAF transactions after the telephone or internet service has been restored.

If the POS has not automatically sent the SAF transactions you may use the following steps to push through all stored transactions. Please note that if your POS device is connected to a telephone line and you are currently using any form of call notes or voice mail on your telephone, the messages must be cleared in order for your POS device to work. The POS system must have a clear dial tone in order to dial out. If you happen to get SAF's because of this problem, this is a good opportunity to use the steps listed below to send all transactions stored on your machine.

VIII. Store and Forward (cont'd)

TERMINAL SCREEN	ACTION
	Press **F4**.
	Key in your **6-digit user password (123456)**. Press **green enter key.**
	Press **3** for Send SAF's.
	Wait for authorization. The system displays "CONNECTING" then "PROCESSING" followed by an approved or denied message

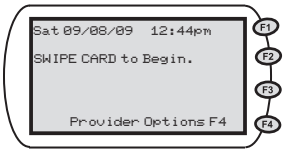
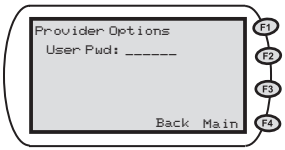
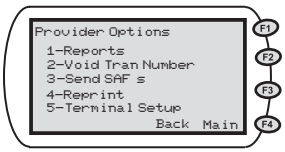
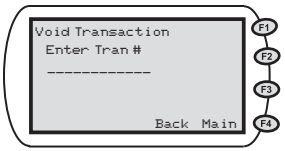
IX. Void

The Void Transaction feature may be used by providers only, to cancel out a transaction that was entered in error. This feature requires that you have the transaction number from the receipt and your provider password.

After the transaction is cancelled, it is necessary for the parent or alternate cardholder to re-enter the correct information using their swipe card. If the error is discovered at the original time of entry, the correct information may be entered using the normal Daily Check In or Daily Check Out transactions. If the error is discovered later than the original time of entry but within 7 days (current day and previous 6 days) of the original date the information was entered in error, the correct information must be entered using the Previous Check In or Previous Check Out transactions.

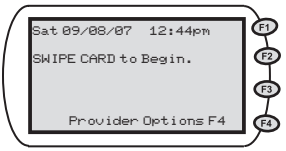
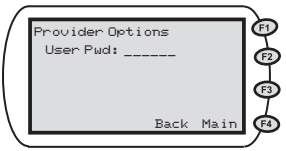
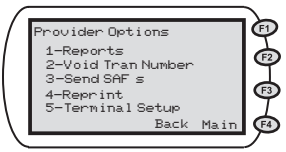
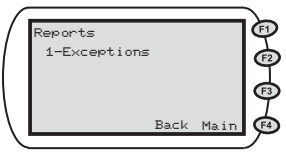
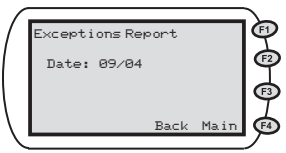
The following steps describe the process to void a transaction.

IX. Void (cont'd)

TERMINAL SCREEN	ACTION
	Press **F4.**
	Key in your **6-digit user password (123456).** Press **green enter key**.
	Press **2** for **Void Transaction Number.**
	Key in up to **12 digit transaction number.** Press **green enter key.**
	Wait for authorization. The system displays "CONNECTING" then "PROCESSING" followed by an approved or denied message.

X. Exceptions Report

The Exceptions Report provides a listing of children where there has been a Check In but no corresponding Check Out. This is also sometimes called unmatched transactions. You should review this report daily to determine if you have any children where a transaction is missing. If so, the parent or alternate cardholder will need to complete a previous check in/out the next time they are at your facility. Remember, this must be done within 7 days (current day plus the previous 6 calendar days) of the missing transaction. Use the following steps to run an Exceptions Report.

TERMINAL SCREEN	ACTION
	Press **F4.**
	Key in your **6-digit user password (123456).** Press **green enter key**.
	Press **1** for **Reports.**
	Press **1** for **Exceptions.**
	Enter the date for which you'd like to run the report. Use the MM:DD format (Example, 09/09). Press the **green enter key.**

X. Exceptions Report (cont'd)

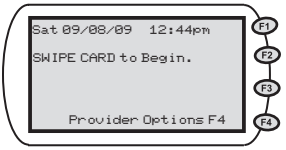
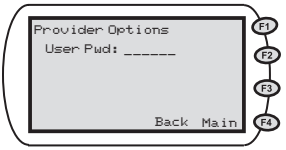
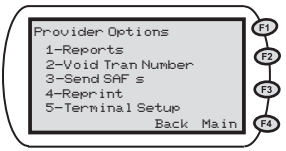
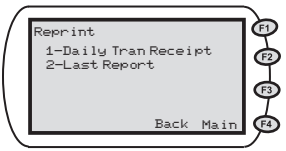
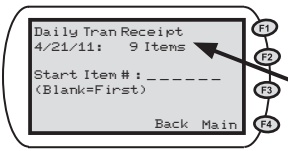
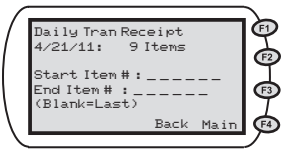
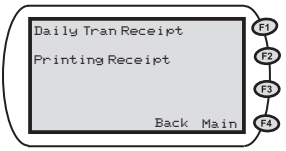
TERMINAL SCREEN	ACTION
	Wait for authorization. The system displays "CONNECTING" then "PROCESSING" followed by an approved or denied message.

The following is an example of the Exceptions Report.

```
01234567890123456789012345678901

          Training Provider
               Street 1
          Anywhere,VA 11119
           Ph: 111-555-1234

Term#: 55555555              2/15/10
Prov#: 55555555555         9:30:04am
--------------------------------
        *** TRAINING MODE ***
Exceptions Report
 For: 02/15/2010

F. Lastname
Case ID: #: 1111111      Child #:01
DOB: 08/01/2001
CHECK-IN: 08:01am       Tran#: 1001

F. Lastname
Case ID: #: 1111111      Child #:01
DOB: 08/01/2001
CHECK-IN: 09:11am       Tran#: 1012
Reason: Authorization Expired
--------------------------------
Total Exceptions: 2

        *** TRAINING MODE ***
```

XI. Reprint Daily Transaction Receipt

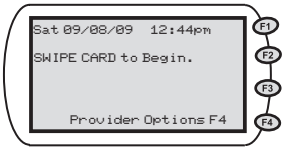
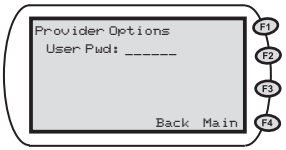
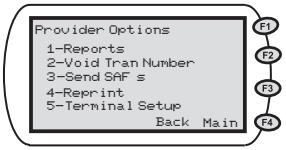
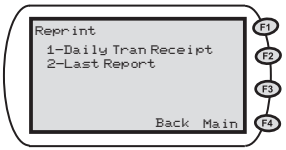
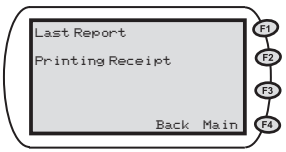
The Reprint Daily Transaction Receipt option allows you to reprint a single receipt or a range of receipts. To Reprint Daily Transaction Receipts, use the following steps:

TERMINAL SCREEN	ACTION
	Press **F4.**
	Key in your **6-digit user password (123456).** Press **green enter key**.
	Press **4** for Reprint.
	Press **1** for Daily Tran Receipt
	The display screen indicates how many “items” or receipts there are for that day. Key in the beginning Item number and press the **green enter key** or just press **green enter key** for the first item.
	Key in the ending Item number and press **green enter key** or just press the **green enter key** for the last item.
	The POS machine prints a copy of the receipts requested.

XII. Reprint Last Report

The Reprint Last Report option allows you to reprint the last Exception Report that was run. Choosing this option will always reprint the last Exception Report that you requested. For example, if you requested an Exception Report on May 10 and on May 15 you choose the Reprint Last Report option, the POS machine will print the Exception Report from May 10.

To Reprint Last Report, use the following steps:

TERMINAL SCREEN	ACTION
	Press **F4.**
	Key in your **6-digit user password (123456).** Press **green enter key**.
	Press **4** for Reprint.
	Press **2** for Last Report.
	The POS prints a copy of the last Exceptions Report.

XIII. Supplies

The only supply you need to purchase for your equipment is replacement paper. At the time of installation, you are provided with the name of a reputable supplier of this paper or you may purchase the paper at any office supply store.

It is important to remember the paper used by the machine is heat sensitive paper sometimes called thermal paper. The machine prints on the paper without using a ribbon. The VeriFone device can use either of the following types of replacement paper:

VeriFone Part # - CRM0039 - High-grade thermal paper, 2-1/4 inch (57 mm) wide roll
VeriFone Part # - CRM0027 - Medium-grade thermal paper, 2-1/4 inch (57 mm) wide roll

XIV. Commonly Asked Questions

What is North Carolina SEEK?

- SEEK stands for Subsidized Early Education for Kids. It is an automated attendance reporting and payment delivery system. This will allow the parent, responsible adult or alternate cardholder to record the child's attendance through a card reading machine (POS).

What is a Point of Service Device?

- A Point of Service Device (POS) is used to record the time and date of the child's attendance at the child care facility. It looks like a credit/debit card machine that you see in retail stores.

How do I get a POS device?

- Child care providers will receive a packet from Affiliated Computer Services (ACS) Inc. This agreement must be filled out and returned to ACS to receive a POS device.

What type of connection do I need?

- To install and use the POS device, you will need a standard, analog landline or a high speed internet connection. The POS can share the same line with your telephone or high speed internet connection. You also need an electrical outlet to power the POS.

Do I have to pay for the POS device?

- No

How many POS device do providers receive?

- Providers will receive 1 POS device for every 50 children receiving subsidized care and 1 for each facility ID.

Who is responsible for maintenance/ replacement of the POS device?

- ACS is responsible for maintenance and replacement cost of the POS device for normal wear and tear. The child care provider is responsible for replacing the POS in cases of fire, theft, losing the POS, or abuse.

Do I have to use a POS device?

- Yes, using the POS device is required in order to participate in the Subsidized Child Care Program.

How does swiping work?

- The parent or alternate cardholder swipes their card through the POS device every time the child checks in or out of the child care facility. The POS will record the specific date and time the child attended the child care facility.

Can providers swipe the SEEK card for the parent or alternate cardholder?

- No, providers are not allowed to be in possession of the SEEK card. If a provider is found with a card, the provider may be fined and the parent or responsible adult may lose child care services.

What if there is more than one child in the family?

- Each child is assigned a specific child number formatted in two digits –

01, 02, 03 and so on. The assigned number will appear on the card mailer.

Will the POS indicate whether the child is authorized?

- Yes. Once the card is swiped, the POS will display whether the child is authorized or denied. The POS will print a receipt showing the transaction was approved or denied. It is also displayed on the SEEK Provider Web Portal.

What if the parent or alternate cardholder forgets to bring the SEEK card or are unable to report the child's attendance?

- The parent or alternate cardholder can catch up on missing days by using the Previous Check In or Previous Check Out process on the POS device. They have the current day PLUS the previous 6 calendar days to record previous transactions.

How will I be paid?

- Child care providers will be paid twice a month, around the middle and end of the month. Payments are transferred directly into the checking or savings account that you designate to ACS.

What if my payment is incorrect?

- Contact your local Department of Social Services or local purchasing agency immediately.

Whom do I call with technical questions about the POS?

- Call the Provider Helpline at 1-877-606-2776.

Whom do I call if I have subsidy policy questions?

- Call the child care worker at the local Department of Social Services or local purchasing agency.

XV. Denied Messages

Below is a listing of denial messages that may appear on the POS display, along with a description of what the message means.

DIFF PROVIDER – This is not the provider shown on the SEEK child care authorization.

INVALID AUTH – There is no valid referral for the child(ren) entered.

INV AUTH DATE – A child cannot be checked in before the date services are authorized by the local purchasing agency.

INV PROVIDER – The child care authorization shows a provider that is not recognized as an approved child care provider.

SWIPE IN FRST – Child must be checked in before being checked out.

NO AUTH – There is no authorization for this child(ren).

XVI. Error Messages

Below is a listing of error messages that may appear on the POS display, along with a description of what the message means.

PLEASE TRY AGAIN – There was a mistake made when the information was entered. Re-enter the information.

NOT AVAILABLE – The selection made is not available.

NOT ALLOWED – The user is not authorized to complete the selected transaction.

OVER 7 DAYS OLD – The 7-day limit for entering transactions has expired.

DUPLICATE ENTRY –The same information was entered twice.

UNREADABLE CARD – The POS machine is unable to read the magnetic stripe on the card.

TRANS REJECTED – The attempted action has been rejected.

NO HOST RESPONSE – The POS machine could not receive a response from the main computer.

NO SAF TO SETTLE – The system tried to complete a Store and Forward transaction but there was no information to process.

VOID NOT ALLOWED – The user attempted to void a transaction that cannot be voided.

INVALID PASSWORD –The password entered is either incorrect or invalid. Note: The Provider password is always "123456".

XVII. Communication Messages

WAITING FOR LINE – Internet or phone line is busy or out of service.

DIALING - The POS is dialing phone to reach the main computer.

LOST COMM W/HOST - The POS has lost connection with the main computer and is not receiving a response. Transactions should be attempted again. If the problem persists, contact the Provider Help Line.

XVIII. POS Error Codes

The following are Error Codes that may be received:

05 – General Decline

55 – Invalid PIN

75 – PIN Tries Exceeded

D6 – Not a Childcare Card

A4 – Card Not Active

DA – No Auth for Person Number

DO – Provider Record Not Found

B4 – Provider Differs from Auth Record

DD – Must Swipe in Before Swipe Out

XIX. Provider Web Portal Quick Login Guide

The following pages contain a quick login guide designed to allow easy access to the North Carolina SEEK Provider Web Portal. Users may wish to copy these pages and keep them near their computer for quick reference.

The Provider Web Portal is very easy to use. This website allows you to view information about your facility, authorizations, transactions, and cardholder information. After you log in, you can find a Provider Web Portal User Manual to assist you with using the screens and features in the website. You may print out this manual if necessary, or simply view it online.

1. To get to the Provider Web Portal, go to www.ncseek.nc.gov.

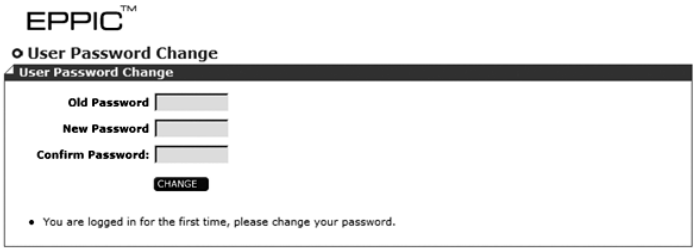
Welcome to the North Carolina Provider Web Portal
SEEK
User ID
Password
State and LPA Staff Only
LOGIN
Forget Password?
Provider Help Line
1-877-606-2776
dcd
SEEK
The North Carolina Subsidized Early Education for Kids (SEEK) Provider Web Portalgives child care providers the ability to view authorizations and attendance information.To login to your secure account, enter your User ID and Password.

2. The first time you login to the SEEK Provider Web Portal you will use the following information: The User ID is your 9-digit provider license number. The Password is the 5-digit zip code of your facility. If you are a non-licensed facility, the User ID is your Facility ID number instead.
3. When you login for the very first time, you will be prompted to change your password immediately. Follow the steps below to set your initial password.

Passwords must meet these requirements:

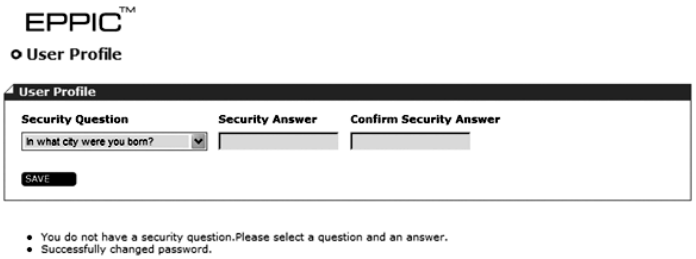
- Must be at least (8) characters long
- Must have at least one (1) lower case alpha
- Must have at least one (1) number
- Upper case and special characters are allowed but not required
- Password must be changed every 90 days

Password Change on Initial Login



1. Enter your current password in the "Old Password" field. (Since this is your initial login, the "Old Password" is still your 5-digit zip code.)
2. After considering the password requirements above, create a new password and enter it in the "New Password" field. Enter that same password again in the "Confirm Password" field and click on the Change button.

The screen will now look like this:



The next step is to create a security question to help you, in case you forget the password. Follow the steps below.

3. Select a security question from the drop down menu. Enter the answer in the "Security Answer" field and enter that same answer in the "Confirm Security Answer" field. You must enter the answers exactly the same. Click the "Save" button when finished.

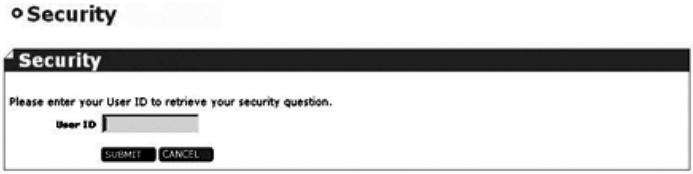
When the security question has been saved, the system will automatically take you to the Provider Profile screen. This is your indication you have logged into the website successfully!

** NOTE: You will be prompted to change your password at the time of your initial login, and then again every 90 days.

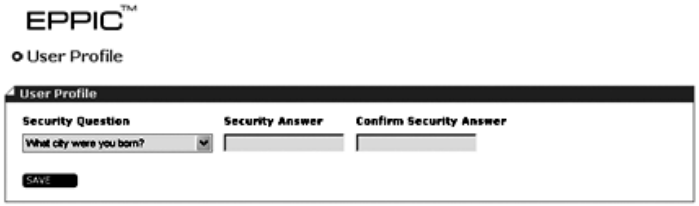
Password Change if too many failed login attempts

If you attempt three (3) bad login ID's or passwords, you will be locked out. If this happens, you will be able to create a new password as follows:

1. On the main login menu, click on the "Forgot Password" link underneath the blue "Login" button.
2. Enter your 9-digit Provider License number in the User ID field on the Security Question screen.



3. You will be prompted to enter your Security Answer in the next screen.



4. After the Security Question has been answered correctly, the Change Password Screen will display. Follow the same steps outlined above to change your.

**NOTE: If you have forgotten your UserID or the UserID does not seem to be working, contact the Provider Help Line.

Expired Password after 90 days

You will be required to change your password every 90 days as a security measure. The screen below will automatically appear when you login after 90 days without a password change.

1. Following the same password requirements, enter a new password in the "New Password" field.
2. Enter the same password in the "Confirm Password" field and click the Change button.

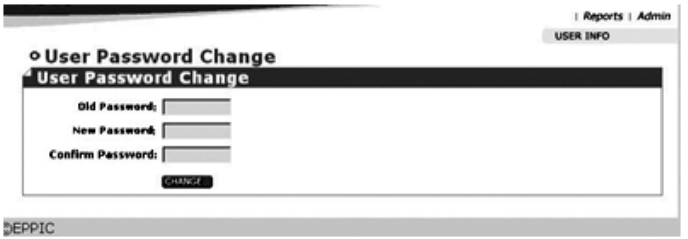
When the password has been saved, the system will automatically take you to the Provider Profile screen. This is your indication you have logged into the website successfully!

Manual Password Change

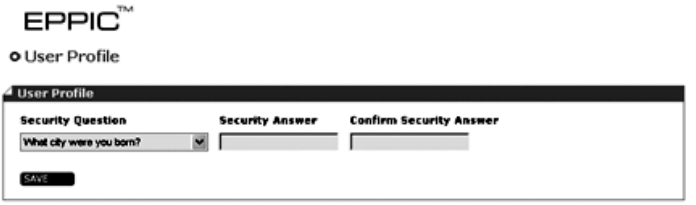
You may also change your password at any time. To change the password manually, follow the steps below.

1. Login to the website as normal.
2. Click on the Admin tab at the top of the screen. Then select the "Password Change" submenu.

3. The User Password Change screen will display. Enter the old password. Enter a new password. Then enter the same password again to confirm it. Click the "Change" button, just as the instructions above.



4. The screen will then prompt you to answer a security question. Follow the same instructions as above. Select a security question from the drop down menu and enter the security answer. Click "Save" to complete the password change.



When the security question has been completely saved, the system will automatically take you to the Provider Profile screen. This is your indication you have logged in.

Provider Help Line
POS device troubleshooting:

1-877-606-2776

ACS

A xerox Company

1513-RTLMNL 05/11